

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

ORIGINAL

(File this application via e-docket, or if unable to do so, file one original verified application with the Chief Clerk.)

Docket No. 65-0505
ICC Office Use Only

Please provide the appropriate information in the () areas in the heading below.

ACCESS ONE, INC.

Application for a certificate of
interexchange authority to operate
as a facilities based carrier of
telecommunications services in
the State of Illinois.

ILLINOIS
COMMERCE COMMISSION
2005 AUG 11 A 11:07
CHIEF CLERK'S OFFICE

**APPLICATION FOR CERTIFICATE TO BECOME A
TELECOMMUNICATIONS CARRIER**
(Use additional sheets as necessary.)

GENERAL

1. Applicant's Name(including d/b/a, if any) FEIN # 36-3894321

ACCESS ONE, INC.

Address: Street: 820 W. Jackson Blvd., Suite 650

City: Chicago State/Zip: IL/ 60607

2. Authority Requested: (Mark all that apply) ☒ 13-403 Facilities Based Interexchange
☐ 13-404 Resale of Local and/or Interexchange
☐ 13-405 Facilities Based Local

3. Request for waivers/variances: In applications for local exchange service authority under Sections 13-404 or 13-405, waivers of Part 710 and of Section 735.180 of Part 735 are generally requested. In applications for interexchange service authority under Sections 13-403 and 13-404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting and explain why Applicant is requesting each waiver/variance.

☒ Part 710 Uniform System of Accounts for Telecommunications Carriers

☒ Part 735 Procedures Governing the Establishment of Credit, Billing,
Deposits, Termination of Service and Issuance of Telephone
Directories for Local Exchange Telecommunications Carriers in the
State of Illinois

X Section 735.180 Directories

 Other

4. For all applicants requesting local exchange authority under Section 13-404 or Section 13-405, please complete the following:
- (a) the Standard Questions for Applicants Seeking Local Exchange Service Authority found in Appendix A of this document
 - (b) the 9-1-1 Questions for Applicants Seeking Local Exchange Service Authority found in Appendix B of this document;
 - (c) the Financial Questions for Applicants Seeking Local Exchange Service Authority found in Appendix C of this document; and
 - (d) if applicable, the Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority found in Appendix D of this document.
5. In what area of the state does the Applicant propose to provide service?

Applicant proposes to provide facilities-based and resold local and interexchange telecommunications on a statewide basis. Applicant is currently authorized to provide resold telecommunications services and facilities-based local services on a statewide basis. See 96-0072 (Order dated 10/9/96) and 00-0542 (Order dated 10/18/00).

6. Please attach a sheet designating contact persons to work with Staff on the following:

- a) issues related to processing this application
- b) consumer issues
- c) customer complaint resolution
- d) technical and service quality issues
- e) "tariff" and pricing issues
- f) 9-1-1 issues
- g) security/law enforcement

Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address.

See Exhibit E.

7. Please check type of organization?

 Individual

 Partnership

 Other (Specify)

 X Corporation

Date corporation was formed:

In what state?

June 30, 1993

Illinois

8. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois.

See Exhibit F. Because the Company was incorporated in Illinois, no certificate of authority to transact business in Illinois is necessary.

9. List jurisdictions in which Applicant is offering service(s).

Applicant is authorized, on a certification, registration, or non-registration basis, to provide the telecommunications services in the following states: Alabama, Arizona, Arkansas, California, Colorado, Connecticut, Delaware, Florida, District of Columbia, Florida, Georgia, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin, and Wyoming. Applicant has not been denied authority to provide telecommunications services in any state, and Applicant is in good standing in each of these states.

10. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?

____ YES (Please provide details) X NO

11. Have there been any complaints or judgments levied against the Applicant in any other jurisdiction?

____ YES X NO

If YES, describe fully. _____

12. Has Applicant provided service under any other name?

____ YES X NO

If YES, please list. _____

13. Will the Applicant keep its books and records in Illinois? X YES ____ NO

If NO, permission pursuant to 83 Ill. Adm. Code Part 250 needs to be requested.

MANAGERIAL

14. Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in either narrative form, resumes of key personnel, or a combination of these forms.

Applicant has extensive experience in the telecommunications industry.
See Exhibit G.

15. List officers of Applicant.

See exhibit G.

16. Does any officer of Applicant have an ownership or other interest in any other entity which has provided or is currently providing telecommunications services? ____ YES X NO

If YES, list entity. _____

17. How will Applicant bill for its service(s)? (At a minimum, describe how often the Applicant will bill for service and details of the billing statement.)

Applicant will bill its customers directly on a monthly basis. The billing statement will include all recurring and non-recurring charges and any applicable toll charges and telecommunications taxes, surcharges, and fees will be stated as separate line items. Applicant's billing policies for the provision of its local exchange services will comply with Part 735 of the Illinois Administrative Code.

18. How does Applicant propose to handle service, billing, and repair complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission?)

Applicants or customers with complaints may reach an Access One customer service representative during normal business hours by dialing either of the company's toll-free customer service numbers: (800) 804-8333 or (877) 222-3376. During the first contact, the customer service representative will consider the applicant or customer's allegations and offer explanations if necessary. Because customer service representatives are authorized to act on behalf of the company, they also may resolve complaints on an informal basis. Under company procedures, if a complaint cannot be resolved informally during the initial contact, a customer service representative then notifies the dissatisfied caller of his or her right to have a complaint considered and acted upon by the company's supervisory personnel. If the customer were to remain dissatisfied after contacting Company supervisory personnel, the customer would be (1) notified that he or she may contact the Illinois Commerce Commission for assistance and (2) provided with the address and the telephone number of the Commission's Consumer Affairs Division.

19. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing? ☒ YES ☐ NO

20. What telephone number(s) would a customer use to contact your company?

Access One maintains two toll-free customer service numbers: (800) 804-8333 and (877) 222-3776.

21. Will Applicant abide by all Federal and State slamming and cramming laws pursuant to Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act?

☒ YES ☐ NO

22. Please describe applicant's procedures to prevent slamming and cramming of customers?

Access One adheres to the provisions of Illinois "slamming" legislation, Public Act 90-610 (Senate Bill 1567) and federal law governing the unauthorized change of carrier selection. The Company does not switch a customer's presubscribed primary exchange or interexchange carrier or provide additional telecommunications services without explicit authorization. With respect to slamming, the Company is familiar with and complies with the notice and third-party verification procedures specified in applicable state and federal law. The company does not use sweepstakes boxes or prize promotions to solicit authority to provide telecommunications services to customers.

23. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: 705, 710, 720, 725, 730, 732, 735, 755, 756, 757, 770, and 772?

☒ YES ☐ NO (If no, please provide an explanation.)

705- Applicant will preserve its records in compliance with part 705.

710- Applicant maintains its financial records in compliance with GAAP requirements.

To the extent that the Uniform Systems of Accounts differs from GAAP, Applicant requests a waiver of part 710. Absent a grant of a waiver, Applicant would be required to maintain a dual set of accounts. Such a requirement would be extremely burdensome. Because GAAP accurately and completely reflects the Applicant's operations, it is an alternative procedure that will be consistent with the principles embodied in the USOA provisions. Applicant's maintenance of its accounting system in accordance with GAAP will permit the Commission to monitor its operations and will permit it to comply with all applicable Commission requirements. Applicant is fully capable of maintaining distinctions between interstate and intrastate revenues such that Applicant will be capable of properly funding all of Illinois surcharges including universal service programs.

720- Applicant will comply with all regulations concerning 911 services.

725- Applicant will comply with all regulations concerning 911 services. Applicant requests a waiver, however, for the requirement of installing emergency call boxes as this function is already being served by the incumbent local exchange carriers.

730- Applicant will comply with all standards of service for local exchange carriers.

732- Applicant will comply with all regulations concerning customer credits.

735- Applicant will comply with all regulations concerning establishment of credit, billing, terms of service, and inclusion in telephone directories. To the extent this section would require Applicant to publish telephone directories, Applicant seeks a waiver. This function is already adequately served by the incumbent local exchange carriers and other competitive telephone directory companies.

755- Applicant's services will comply with all regulations for disabled access.

756- Applicants will comply with regulations regarding the telecommunications relay system.

757- Applicant will comply with all regulations and participate in Illinois telephone assistance programs, including Link Up, Lifeline, and the Universal Telephone Assistance Program.

770- Applicant will not be providing operator services and thus this part of the rules is inapplicable to Applicant.

772- Applicant will not be providing any pay per call services. Applicant will comply with All regulations concerning pay per call services, however, including the ability for consumers to block access to such services.

24. Is Applicant aware that it must file tariffs prior to providing service in Illinois?

☒ YES ☐ NO

FINANCIAL

25. Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service.

See Exhibit C. attached hereto. for copies of Applicant's financial statements for the year Ended December 31, 2004.

TECHNICAL

26. Does Applicant utilize its own equipment and/or facilities? ☒ YES ☐ NO

If YES, please list the facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities:

See Exhibit H. Access One, Inc. intends to purchase and deploy a SoftSwitch (i.e. Lucent Compact Switch ("LCS")). Access One, Inc. intends to lease transport from a number of certified facilities based carriers, in order to connect to 911, selective routers, operator services centers, and the PSTN.

If NO, which facility provider(s)'s services does the Applicant intend to use?

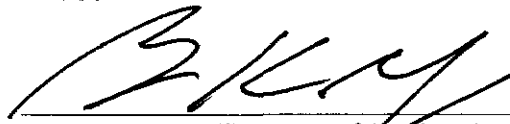
27. Please describe the nature of service to be provided (e.g., operator services, internet, debit cards, long distance service, data services, local service, prepaid local service).

Access One, Inc. intends to combine its Facilities Based, Local, and Interexchange licenses to provide its customers with a complete Local and Long Distance calling solution.

28. Will technical personnel be available at all times to assist customers with service problems?

☒ YES ☐ NO

29. If Applicant intends to provide payphone service, will the equipment utilized comply with FCC requirements and Finding (9) of the Commission Order entered in Docket No. 84-0442 on June 11, 1986, including, but not limited to: (a) touch dialing; (b) access to 9-1-1 and "0" operator dialing without use of a coin; (c) rules governing use of payphones by disabled persons; (d) ability to complete local and long-distance calls; (e) unlimited duration for local calls; and (f) a message explaining the telephone's general operations, dialing instructions for emergency assistance, payphone owner's name, method of reporting service problems and method of receiving credit for faulty calls? ☐ YES ☒ NO



(Signature of Applicant)

Brian Barkley
Chief Executive Officer
Access One, Inc.

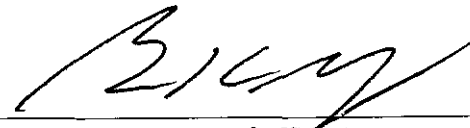
VERIFICATION

This application shall be verified under oath.

OATH

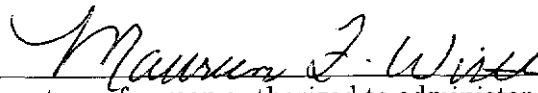
State of Illinois)
)ss
County of Kane)

Brian Barkley makes oath and says that he is Chief Executive Officer
of Access One, Inc. that he has examined the foregoing application and that to
the best of his knowledge, information, and belief, all statements of fact contained in the said
application are true, and the said application is a correct statement of the business and affairs of the
above-named applicant in respect to each and every matter set forth therein.


(Signature of affiant)

Subscribed and sworn to before me, a Notary Public/ Maureen F. Wirth
(Title of person authorized to administer oaths)

in the State and County above named, this 10th day of August, 2005.


(Signature of person authorized to administer oath)

